Question ID	RFP Section	RFP Page #	Paragraph	Question	AHIM Response
1	4.1	15	1	RFP States – "The proposed solution shall meet the Centers for Medicare and Medicaid Services (CMS) requirements for a premium aggregator." Can AHIM please confirm all the CMS requirements related to Premium Aggregator are included in Appendices G, H & I. If not, can AHIM please provide a list of CMS requirements for Premium Aggregator?	For further reference on CMS requirements please see https://www.cms.gov/CCIIO/ and 45 CFR 155.705.
2	4.1.1	15	5	One of the guiding principles for the RFP is – "Leverage the reuse of existing IT Assets, software and technologies" Can AHIM please list specific technologies that need to be reused? Can the State provide the technologies / COTS products that AHIM currently uses for the following capabilities: • Operating Systems • Application Servers • Enterprise Service Bus • Workflow automation • Correspondence generation • Identity management • Master client index • Reports generation • ETL (Extract Transform and Load)	The existing SHOP solution consists of user portals (front end GUI's), a financial management component, and an external interface. The intent, in addition to other intent expressed throughout RFP, is that the end result achieved by this effort result in fully integrated solution. Please see "Additional Guidance Addendum" for more details.

				- Data Warehousing - Dashboards and other data visualization tools - Business Rules Management (Rules Engine) - Data Obfuscation (if necessary) Can AHIM also confirm the availability of necessary licenses for the COTS products listed above, we can leverage and reuse for Premium Aggregator solution.	
3	4.7.1.2	52	5	RFP States - Prior to the Premium Aggregation solution moving into the production environment, the final solution must receive an authorization to operate (ATO). Can AHIM identify documentations and tasks related to obtaining ATO for Premium Aggregator and specific services that needs to be provided by the vendor.	The authorization to operate will be given upon a finding by AHIM that the Premium Aggregation solution satisfactorily passes UAT exit criteria, which will be mutually agreed upon by selected vendor and AHIM. It is also likely that CMS will require a demonstration prior to the authorization to operate.
4	4.7.1.4	53	4	Training Plan. RFP States – The Contractor shall have the capability to train AHIM designated individuals through computer-based formats and a train-the-trainer approach. Training for end users shall coincide with the schedule in the project work plan for system implementation.	Training will be required for back office, contact center, and financial operators. At this time, it is estimated that the number of individuals to be trained is fewer than 15. There is no specific requirement for instructor lead, classroom training.

				Can AHIM specify the following related to Training Scope: 1. Audiences to be training 2. Number of individuals to be trained (both for train-the-trainer and end-user training) Can AHIM also please confirm that there is no specific requirement for instructor lead, class room training?	
5	4.7.1.5	55	3	RFP States – The M&O manual shall also include a plan of action and milestones (POA&M) that includes specific action steps for mitigating system security weaknesses identified by a security assessment. Can AHIM please confirm, who will be doing a security assessment? Will this be done by a third party hired by AHIM?	AHIM expects the selected vendor to contract with a reputable third party to conduct an annual security assessment.
6	4.7.1.6	55	6	RFP States – The Contractor must develop data usage, data Exchange and/or interconnection security agreements as a part of the Premium Aggregation implementation and submit to CMS/CCIIO. From the scope of the RFP, we did not see a need for the Premium Aggregator solution to directly integrate with CMS/CCIIO systems like Federal Data Services Hub. Can AHIM please identify	Please see amended RFP language.

				the specific data exchange and interconnection security agreements required for the Premium Aggregation Solution?	
7	4.7.1.7	56	2	Can AHIM please identify the third parties with whom data exchange and interconnection security agreements need to be established? What specific services are being requested to support this? Can AHIM please clarify, what PHI (Personal Health Information) is anticipated to be stored in the Premium Aggregation Solution. From the requirements in this RFP, we do not anticipate storing any PHI data in the Premium Aggregation solution.	At a minimum a data exchange and interconnection security agreement will be required with the current SHOP vendor, and banking institutions. Data exchange and interconnection security agreements with third parties will be dependent on business needs in future and on potential policy changes. AHIM anticipates various types of PHI may be stored even temporarily within the Premium Aggregation solution.
8	4.8.1	63	1	RFP States - The Contractor will be responsible for planning, developing, testing, and managing the integration of AHIM's SHOP platform. The Contractor shall be responsible for integrating all SHOP-specific data maintained in AHIM's SHOP solution since November 1, 2015, to the Contractor's Premium Aggregation solution. Can AHIM please identify data/data-sets/data-types from AHIM's SHOP System to be integrated/converted to	The current data AHIM expects to integrate/convert to the Premium Aggregation solution is financial and enrollment data. Data is currently stored and maintained in database tables. AHIM expects the selected vendor to define and execute an integration plan for system and data, working directly with current vendor. Additionally, proposed DDI cost should cover expected 3rd party costs.

| | | | | Premium Aggregation Solution? Some examples of the data sets include:
• Employer Details
• Employee Rosters
• Employee family members
• Enrollment details
• Group numbers for employer groups assigned by carriers
• Invoices
• Payments
• 820 and 834 transactions

Can AHIM provide how this data will be made available from the SHOP solution for the data to be integrated/converted to Premium Aggregator solution?

Can AHIM also confirm that AHIM and or their SHOP Vendor will be responsible to extract data from SHOP solution and provide it in a mutually agreed upon format and frequency. | |
| 9 | 4.10.1.1 | 79 | 3 | RFP States – The Contractor shall provide the staff and services to manage the premium aggregation requirements set forth by this RFP which include the requirements set forth by the ACA regarding SHOP.

We request AHIM to provide estimates of staff required to meet this requirement or inputs required to estimate the staff | The bullets in 4.10.1.1 are system requirements not personnel/staffing requirements. |

				requirements. Examples of inputs that help us to appropriately estimate the staff requirements for these services are: • Anticipated number of Carriers • Anticipated number of Employers • Anticipated number of Employees and total covered individuals • Anticipated number of enrollments If above listed inputs are not available, can we suggest in our RFP response, a fixed number staff to be provided to AHIM that will work under the direction of AHIM management to provide operations support.	
10	Table 4-1, 4.1.4.1, 4.10.1.1, 5.2.1	16, 17, 79, 90	7th bullet, 1, 8th bullet, 9th bullet	The RFP makes 4 references to the vendor holding a "fiduciary" responsibility in connection with Financial Operations or Financial Management. While the references vary slightly, it appears to be in context of providing personnel to manage the transactions between AHIM, Employers, Carriers, SHOP, and other unidentified Stakeholders. We requested the reference to "fiduciary" be removed from the RFP. In addition to creating uncertainty around	Please see the amended RFP.

				the scope of the obligations or duties, the broad designation of "fiduciary" responsibilities has the potential to create the appearance of an independence issue for a firm that is affiliated with an audit or accounting firm that may have, for example, carriers or employers who are audit clients, and as a consequence cause the consulting firm to not propose on this project. In our experience, we have not seen the use of fiduciary status/responsibilities associated with this component of the solution and it is not necessary to achieve the purposes or protect the interest of the State.	
11	7.2	112	1	The pricing sheets is asking for cost to be broken down by Personnel & Labor, Hardware and Software Cost. Can AHIM please clarify the following: 1. Is the Software line item related only to any software licensing costs? 2. If we are proposing a transfer solution from another state, which comes with no direct software licensing costs, does the Software line item related to any COTS software licensing	1., 2., &3. Yes, the software line item references any 3rd party/COTS software costs not covered under personnel and labor. For DDI phase use Price Sheet B (DDI) "IT Infrastructure Development", and for M&O phase see Price Sheet C (M&O) for "hosting services."

				costs used in the transfer solution? 3. Is the Software line item related to infrastructure software used in the hosted environment? AHIM also expects all environments identified in the RFP to be hosted by the vendor. Hosting charges are normally provided by server or by an environment and not broken down by hardware and software. Can AHIM please clarify how they would like us to present hosting costs?	
12	4.9.1.12	72	1	Please confirm that it is not the intent of the State to require the "Hosting Environment/Facility" be co-located with the Contractor Workspace? Such a requirement would materially increase costs and introduce other potential delays as a hosting facility (that meets the final contract requirements) would need to be built and maintained. Industry practice would be to allow the vendor to utilize the hosting services of an established and qualified hosting vendor.	The Hosting Environment/Facility does not need to be co-located with the Contractor workspace.
13	7.2	114	1	Can AHIM please clarify how they intend to use the hourly rates by position and calendar year?	Hourly rates by position and calendar year will be used for pricing expanded scope, as needed.
14	7.3	115	2	Based on our review of the RFP, during the core DDI phase of the project there is	Vendors may use Appendix K to exclude requirements they wish to leave out of

| | | | | an expectation that 50+ deliverables are developed, reviewed and accepted. Some of these deliverables are multi-instance deliverables, e.g. Weekly Status Reports. This will result in the number of deliverables that needs to produced, reviewed and formally approved may exceed 100 during the DDI phase. These deliverables are grouped into SDLC phases and payments for services are tied to conclusion of the phases. We also understand based on the targeted go-live date of November 01 2017 (Start of open enrollment for PY2018), the DDI phase is expected to be 11 months.

We would strongly encourage AHIM to reconsider this high number of formal deliverables. The current number will significantly increase the cost of the project and likely prevent the project from completing in the desired timeline. This number of formal deliverables is much greater than what we would traditionally see for a project of this size and scope. | pricing all together, or vendor may identify specific costly requirements in the cost proposal as "other items" to allow AHIM to consider alteration or removal of specific non-functional requirements. |
| 15 | 2.2 | 7 | 4 | This is a comprehensive RFP with several scope items. We respectfully request AHIM to extend the Proposal Due Date by 4 weeks. We strongly believe this time is required to appropriately evaluate each | AHIM declines your request to extend the procurement timeline. |

				of the scope items in the RFP and provide our best response.	
16	4.9.1.12	72		RFP States – The Contractor, at the request of AHIM may provide office space for its staff during implementation, maintenance, and operations associated with this RFP. Can AHIM please confirm the number of office spaces that need to be provided for AHIM staff under this requirement? Can AHIM also please confirm that during the DDI phase of the project, AHIM will provide office space for the Vendor project team?	If needed, AHIM expects office space to be provided for no more than five AHIM staff members. AHIM confirms that office space will be provided for the project team at the AHIM office for up to five individuals. If more space is required, contractor is solely responsible for additional space.
17	4.1.4.1	17	1	RFP States – Contractor shall demonstrate the ability to manage employer invoicing, payments and reconciliation. With regard to carriers, the Contractor shall manage premium remittances, exchange user fees, and reconciliations. … The banking institution used by AHIM will be an Arkansas based institution. Can AHIM please provide details of how payments are handled in the current SHOP implementation? The payments functionality that needs clarification is limited to handling the payments (monies collected from Employers via	In regards to paragraph two, the statements following the question are consistent with the current SHOP financial management functionality. Regarding 834's, the Premium Aggregator (PA) solution will need to consume 834's. Regarding 820's the PA solution will need to send a file to external interface for final preparation and distribution to carriers.

				credit card, check, cash etc. and monies paid to Carriers via EFT, Check etc.) The RFP is clear that the Premium Aggregator Solution has to send invoices to the Employers, monitor payments, upon payment from Employer send 820 and 834 transactions to the Carries for the corresponding enrollments. For the purpose of payments, Premium Aggregator solution will interface with the AHIM's bank/financial-system. This architecture and approach is proven to be highly successful and cost effective as handling monies impose many security and other requirements. Can AHIM please confirm our above understanding of movement of payments (monies).	
18	4.9.1	67	2	What are the projections for how many employers, participants, and other payers will be invoiced through the Premium Aggregation tool in 2018, 2019, and 2020?	The Premium Aggregation solution should be capable of supporting the entire population of Arkansas including small businesses, agencies, individuals, and other contributing entities.
19	4.9.1	67	2	What are the projections for how many carriers will participate and therefore be invoiced and paid through the Premium Aggregation tool in 2018, 2019, and 2020?	The Premium Aggregation solution should be capable of supporting 20 carriers with the ability to expand with additional infrastructure but without re-architecture of the solution.
20	5.2.1	89	1	May invoices sent to employers, participants, and other payers be in electronic format such as e-mail or are paper invoices required? Can the	Support for both electronic and paper invoice is required.

				Contractor require electronic invoicing with payers having the option to opt-in to paper invoicing?	
21	5.2.1	89	1	Please list all methods of payment that must be supported (credit/debit cards, ACH, checks, money order, etc.)?	AHIM will require the Premium Aggregation solution to accept all forms of payment listed.
22	5.2.1	89	1	Should payers be able to pay online? If so, which online sites are desired to accept payment?	Yes, payers should be able to pay online. Preferably, the Premium Aggregation would include a billing and payment module, which can be integrated with both current and future front end GUI's, and include necessary schematics allowing future integrations.
23	5.3.1	90	1	Are invoices to payers weekly, monthly, or quarterly? How many days in advance should the Contractor bill?	All of these items should be configurable.
24	5.3.1	90	1	Will payment reminder notices subsequent to the initial invoice be required? If so, how many and how often?	The Premium Aggregation solution should be configurable as to notice types, and as to timing and event triggers for notices. Events include but are not limited to delinquency, termination, and reinstatement.
25	5.3.1	90	1	What are the payment due dates and grace periods for invoiced entities?	The Premium Aggregation solution should be configurable as to these items.
26	5.3.1	90	1	What happens if an invoiced entity does not pay?	Current SHOP (employer) workflow includes Delinquency→ Termination → Reinstatement. System should support additional and configurable workflows for non-employer entities.
27	5.3.1	90	1	What happens if only a partial payment is received from an invoiced entity?	See question 26. Anything less than full payment will trigger above workflow for SHOP (employer).

28	5.3.1	90	1	Are payments to carriers sent monthly, quarterly, or annually?	The Premium Aggregation solution should be configurable as to these items.
29	5.3.1	90	1	How frequently will carriers be invoiced exchange fees?	Frequency should be configurable and support at minimum the following use cases: UC-1 – System should support the ability to withhold the fee from carrier remittance. UC-2 – System should support the ability to invoice for fees on a configurable interval and receive remittance back from carriers.
30	5.3.1	90	1	Will the Contractor be providing customer support to address questions from carriers and payers regarding invoices and payments (this support would be in addition to the technical help desk required in 4.9.1.8)? If so, is the expectation that customer support will be through a call center, online support, etc.? If a call center, what hours and SLAs are required?	Please see the "Additional Guidance Addendum"
31	Appendix G		FM-3	What if a payment was not received from an ER or other entity? What happens to the remittance and coverage?	Current SHOP (employer) workflow includes Delinquency→ Termination → Reinstatement. System should support additional and configurable workflows for non-employer entities.
32	Appendix G		FM-4	What might cause a discrepancy? Define discrepancy.	A discrepancy might be caused by a software defect in the front end system. Discrepancy is when the amount

					remitted is inconsistent with the amount expected by carrier.
33	Appendix G		FM-5	Does this mean to pay more or less based on what the carrier bills versus what was collected?	This requirement refers to the ability of back office/financial operators being able to make manual adjustments/corrections.
34	Appendix G		FM-8	Is the user fee on top of premium or taken out of premium? Ex: If premium is $100 from carrier do we bill $103 and remit $100 or charge $100 and remit $97	Flexibility to provide either way. Additionally, system needs to support assessing the fee conditionally, based on funding/remitting source.
35	Appendix G		RP-4	Does this mean a direct link inside the report to detailed data?	Flexible as to the how, but, the ask is that for aggregated data elements presented in reports, providing the capability to drill down into and view supporting data and/or providing more context as to how the aggregation was accomplished.
36	Appendix G		RP-5	Results or query criteria?	AHIM would require a vendor to provide the ability to store queries in order to allow for the same query to be run at a future date. This would eliminate the need to write a new query for reoccurring report generation.
37	Appendix G		RP-8	Is this the report results or the report criteria?	AHIM would require the vendor to provide the ability to download the report including the data from the system to allow for transfer to other entities.
38	Appendix G		AD-1	What will be used to determine if it is accurate or not?	TBD by vendor.

39	Appendix H		FM-2	What if an ER does not pay what is expected? What methods of payment will be accepted?	Please refer to question 26 and 27.
40	Appendix H		FM-3	What are the method(s) of payments? ACH, paper check….	Please refer to question 21.
41	Appendix H		FM-8	Who will conduct the independent audit?	Please refer to question 5.
42	Appendix H		FM-10	Can you further clarify what needs to be validated and what the requirements/criteria would be for validation?	TBD by vendor.
43	Appendix I		TC-1	What types of changes might be expected?	The system should be as configurable as possible.
44	Appendix I		TC-20	What state systems or databases? Are there additional system requirements for integration to these systems?	The intent of TC-20 is to provide for a system that can integrate, based on provided technical specifications, without software updates for new integrations. Please also see the Addendum.
45	Appendix I		TC-26	Who will be developing, maintaining, and operating the solution?	TBD
46	4.3.3	31	Table 4-3 1st contractor bullet	Can these materials be limited to marketing and training and implementation?	See amended RFP.
47	4.7.3	59	Table 4-7 6th contractor bullet	Is AHIM open to the contractor owning the source code or is this a deal breaker?	AHIM will address this during contract negotiations after a vendor is selected.
48	9.4	122	1	If money is not available is the scheduled delivery date extended?	No, the delivery date will precede payment.
49	9.4	122	1	Can an escrow account be established to deal with …unable to pay…?	No, AHIM cannot establish an escrow account. The wording in 9.4 allows for

					delays in funding receipt from CMS, but the grant funding is already allocated.
50	9.9.3	127	1	Is AHIM open to the contractor owning the source code or is this a deal breaker?	AHIM will address this during contract negotiations after a vendor is selected.
51	9.4	127	1	Can programs, code, software be explicitly removed from this section?	AHIM will address this during contract negotiations after a vendor is selected.
52	4.1	15	1-4	Scope of Work in the RFP appears to involve (1) developing the platform and (2) providing operational support for the platform, but little to no (3) administration of the program using the platform. Is administration of the program not a part of this RFP? Is AHIM intending to administer themselves or will there be a separate RFP for administration services either concurrent with or after selection of the platform contractor?	AHIM intends to administer the program using the platform developed by the vendor.
53	4.12.1.2	86-87	1	This section states that upon turnover from Contractor to AHIM or a new Agent, the Contractor must submit "all program code listings" and "a copy of the Premium Aggregation solution". A bulleted list of what is included follows. Section 4.12.2 ("Turnover Deliverables") seems to contradict the previous section in that the required turnover deliverables do not include "a copy of	Should turnover occur, the intent is that AHIM would be able to continue operation of the solution in the absence of the contractor.

				the Premium Aggregation solution." Upon turnover, what exactly does AHIM expect Contractor to provide?	
54	9.9.2 and 9.9.3	127	1	These two sections concern ownership of intellectual property created in the course of contract performance. Prospective Bidder has current rights in their own, previously created and in use today, intellectual property that satisfies requests in this RFP and does not anticipate relinquishing those rights. Are Sections 9.9.2 and 9.9.3 intended to limit the IP rights granted to AHIM (and the State and/or federal government) to only the IP developed for the project and during the term of the contract? Or, does AHIM expect the Contractor to assign all IP rights in the solution, whether developed prior to the contract or not, to AHIM? If AHIM does not expect prior IP to be included in the assignment and the presumption should be that the Contractor will continue to own what was previously developed, are Sections 9.9.2 and 9.9.3 negotiable to reframe the scope and appropriately limit the IP rights?	These sections will be clarified and negotiated during the contract negotiation process after a vendor is selected.
55	Appendix K			Will there be a contract redlining exercise once a Contractor has been selected? Or is the only option to turn in exceptions via Addendum K with our proposal response?	AHIM will address this during contract negotiations after a vendor is selected. The RFP itself is not a contract, but items in the RFP not intended to be covered by

					the proposal should be called out in Appendix K.
56	Appendix C			If Appendix K does need to be submitted, where does it need to be included in the proposal package? Appendix K is not addressed on the Mandatory Requirements Checklist.	Appendix K should be included within Tab 14..
57	4.1	15	1	The RFP states that AHIM expects the solution to be fully functional and to go-live by open enrollment for Plan Year (PY) 2018. Can you further clarify the specific dates for open enrollment that correspond to Plan Year 2018?	November 1, 2017.
58	Appendix L		Last paragraph	Appendix L states that the Contractor must provide copies of the certificates of insurance. Do these only need to be provided once the Contractor has been awarded? If no, please address where in the proposal the copies should be provided as Appendix C (Mandatory Requirements Checklist) does not address this topic.	Yes, please provide copies of the certificates of insurance within Tab 4 Corporate Experience.
59	6.2, Table 6-1, Exceptions to RFP / Contract Language	99		Page 99 states "Exceptions that materially change these terms or the requirements of the RFP may be deemed non-responsive by AHIM." Will AHIM clarify what it deems a material change? Is it understood that the parties will agree and negotiate the form and contents of the contract to ensure appropriate mutuality and	The RFP is not a contract, please note that AHIM has allowed for a month for contract negotiations after vendor selection.

				market/industry relevance in light of the scope of this opportunity, including negotiation of terms concerning liability, indemnity and warranty obligations as necessary?	
60	Section 4.4.1.1	33		Could you please give a rough estimate on the number of systems in which the solution would integrate with (and descriptions, if you have them)?	The system should be scalable with a minimum of two to four systems.
61	Appendix G Requirement RP-12			Are there a pre-existing set of reports that the vendor will be responsible for delivering? Could you please give a rough estimate on the number of reports you would expect delivered as part of the solution?	These will be discussed after AHIM selects a vendor.
62	Section 4.1.1	19		Does AHIM retain rights to the existing interface between the SHOP Portal and Current Premium Aggregation system to enable modification and reuse?	For further details on the current SHOP contract refer to the procurement page; http://armarketplace.com/about-us/procurement/.
63	Appendix H requirement FM-10	153		Requirement FM 10 states, "Automate validation of financial transactions" can you please provide additional information on what type of validation needs to be automated?	See response to question 42 above.
64	Section 4.9.1 Maintenance & Operations Description	68	Bullet 3	Is there a reporting elements in your premium aggregation function as it relates to Medicaid? If yes, what type of reports do you see that is needed for your Medical Assistance program?	We are unable to correlate the question to the language referenced and therefore do not understand the context of the question.

| 65 | Section 4.1.1 AHIM's Vision for Solution Functionality | 15 | Bullet 6 | How robust do you need your data reporting to support performance management and evaluation of financial transactions as they relate to Premium Aggregation? | This bullet refers to system performance and accuracy as it relates to system level financial transactions. AHIM expects highly reliable and highly accurate system level financial transactions |